

VIRGINIA GENERAL ASSEMBLY POLICY REGARDING ACCESS TO VISUAL AND SPOKEN LANGUAGE AUXILIARY AIDS AND SERVICES

INTRODUCTION

In compliance with [Title II of the Americans with Disabilities Act](#), the House and Senate Clerk's Offices shall provide the types of auxiliary aids and services necessary to ensure effective communication in accordance with the following policy:

MEETINGS ORGANIZED BY INDIVIDUAL MEMBERS

Requests for auxiliary services to ensure communication access during meetings with members in their Pocahontas legislative office, other than committee, subcommittee, commission, or other legislative body meetings, shall be submitted directly to the office of the member of the General Assembly with whom the meeting is requested or scheduled, at least **five business days** prior to the date on which the meeting is scheduled to be held. If a request for auxiliary aids or services is received with less than five business days' notice, such requests will be fulfilled to every extent possible.

Requests shall include the requester's name, contact information, and the date, time, and the office location at which the aid or service will be used.

Contact information for members of the Virginia General Assembly may be found [here](#).

AVAILABILITY OF ACCESS

A limited supply of iPads programmed and ready for VRI use in legislators' Pocahontas offices will be available at the Senate/House IT Office for checkout by Senate/House members to ensure communication access during meetings with constituents.

Each member will be responsible for signing out the iPad for a limited time period (1 hour) and ensuring its safe return to the Senate/House IT office.

The iPad is not to be used by any other office or individual while in the possession of the Senate/House member who signed out the equipment.

The iPad is not designed for any organization or individual to use while travelling in and through the halls of the Pocahontas Building on any extended basis.

Because the use of the services are charged to the respective Clerk's Office on a minute-to-minute basis, it will be necessary for the Senator/House member to record the beginning and ending time of the on-line session. If one session is stopped and a second session begins within the 1-hour period, each session time must be recorded on the sheet provided to the member's office when the iPad was signed out of IT.

MEETINGS ORGANIZED BY THE CLERKS' OFFICES

Closed Captioned Video Streaming

Live video streaming with closed captioning will be provided on the General Assembly's website for all floor sessions and all regularly scheduled standing committee meetings held in the Capitol or the Pocahontas Building.

Auxiliary Aids and Services

Requests for auxiliary aids and services to ensure communication access shall be made to the Office of the Clerk for the house in which a committee, subcommittee, commission, or other legislative body resides at least **five business days** prior to the date on which the meeting is scheduled to be held. In the event any such meeting is scheduled or called with less than five business days' notice, which is more common during the legislative session in light of its unique process and schedule, or if a request for auxiliary aids or services is received with less than five business days' notice, such requests will be fulfilled to every extent possible.

Requests shall include the requester's name, contact information, the specific aid or service requested, and the date, time, and location at which the aid or service is requested.

Requests may be submitted to:

House Committee Operations
Voice: (804) 698-1540
TDD: 1-804-786-2369
HouseComOps@house.virginia.gov

Senate Committee Operations
Voice: (804) 698-7450
TDD: 1-866-786-2369
Committeeoperations@senate.virginia.gov

LEGISLATIVE SESSION MEETING TRACKING

In order to facilitate the greatest degree of access possible given the unique nature of the legislative session, process, and schedule, individuals who are likely to request auxiliary aids and services during the legislative session may submit lists of meetings that they plan to attend, together with their name, contact information, and the requested auxiliary aid or service to the Office of the Clerk. However, **such lists shall not be considered formal requests** for any auxiliary aids or services at a specific

meeting; rather, such lists shall simply be used as a means to provide the Office of the Clerk with a general understanding of the nature and extent of meetings at which auxiliary aids or services may be needed. Any person requiring an auxiliary aid or service for a specific meeting still must submit a formal request in accordance with this policy.

COMPLAINT POLICY

Complaint Against a Member

Any person aggrieved by an alleged failure of the office of an individual member of the General Assembly to provide auxiliary aids or services shall file a grievance directly with such member within 30 days of the date of the event leading to the grievance.

Grievances must be in writing and must include the name and contact information of the person making the complaint.

Contact information for members of the Virginia General Assembly may be found [here](#).

Complaint Against the Office of the Clerk

Any person aggrieved by an alleged failure of either Office of the Clerk to provide auxiliary aids or services may file a complaint with the Office of the Clerk of the House or Senate, as may be appropriate, within 30 days of the date of the event leading to the grievance under the procedures of each Clerk's office. Grievances must be in writing and must include the name and contact information of the person making the complaint.

Clerk of the House of Delegates
G. Paul Nardo
Office (804) 698-1619
gpnardo@house.virginia.gov

Clerk of the Senate
Susan Clarke Schaar
(804) 698-7400
sschaar@senate.virginia.gov